

Workplace Violence

The days after the horrifying events at the World Trade Center have left American workers with feelings of insecurity which have never been experienced in our history. Media accounts of the likelihood of future terrorist attacks have fueled this concern. Organizational problem solvers will respond by providing enhanced physical security such as doors and barriers designed to protect workers from outside threats. This should be coupled with upgraded building access procedures that will eliminate or restrict the flow of unknown people into the workplace.

While such efforts might begin to address the outside threat, it does little or nothing to address the threat from within; violence from within our own ranks. This threat is more complex than the outside threat. While it is relatively a simple process to enhance physical security and to develop enhanced access procedures, it is far more complex to attempt to understand what triggers violence in a fellow employee.

The National Institute of Occupational Safety and Health (NIOSH), reported that employees murdered over 100 bosses and co-workers in 1997. Furthermore, NIOSH reports that homicide, due to workplace violence, is the leading cause of death for women in the workplace and the second leading cause of death for men.

Is there light at the end of the tunnel? Absolutely! The key is awareness which only comes with training. Surprisingly, training can be

brief, concise, comprehensive, inexpensive, and even fun.

We must keep in mind that no amount of training can totally eliminate workplace violence, but it can certainly be minimized. A positive spin-off of violence prevention efforts is that you convey to your employees that their safety is one of your top concerns. That's a win-win situation.

For more information or to schedule a presentation call:

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Crime Prevention Group
Lincoln Police Department
(402) 441-8297

(Information for this article was condensed from the writings of Larry J. Chavez, B.A., M.P.A., Critical Incident Associates)



Tavern Violations

When it comes to running a business where alcohol is served, minors are a constant problem. Minors top the list year after year for Tavern Violations. The second most common violation is serving intoxicated persons. Recently, a prominent business sold two times to minors within the same year. This business was forced to close down for a mandated two days. After the closure, the business was given the choice of paying a \$6,000 fine or closing for an additional 60 days (Ouch!).

The best way to avoid unpleasant Tavern Violations is through proper training. Employees need to be taught which forms of I.D. are valid. Teach them how to spot a "drunk" and what indicators associated with intoxication. Owners and managers need to make sure that all employees know when to stop serving alcohol and when to have all tables cleared. (Serving must stop at 0100 hours, with all drinks cleared by 0115 hours.)

Here is a short "Cheat Sheet" to help get a training session started. All of the following information comes directly from the Nebraska Liquor Control Act rules book that every business should have as a reference.

ALLOWABLE FORMS OF I.D. (53-180.06)

1. Valid Drivers License (Any State)
2. Valid Nebraska I.D. Card (No Other State)
3. Valid Passport
4. Valid Military I.D. Card
5. Alien Resident Card

(Note: I.D. books are available from distributors and should be on hand at your business.)

Indicators Of Intoxication

(Chapter 6: Licensee Operations)

1. Strong smell of alcohol
2. Bloodshot and/or glassy eyes, flushed face
3. Unusual behavior (vomiting,

fighting,
behavior)

profanity, obnoxious

4. Problems with balance (stumbling, staggering, bumping into furniture, falling down, head on bar)

5. Ineffective muscular coordination (spilling or knocking over drinks, unable to pick up change)

6. General appearance (disheveled appearance)

If alcohol is served to an

EMPLOYEE THEFT

Most businesses think of loss prevention as targeting shoplifters. Unfortunately bigger losses are often incurred from the business's own employees.

A study conducted by the University of Florida in 1998 showed that employee thefts accounted for 44.5% of business shrinkage. The study reported that shoplifting accounts for 32.7%, administrative errors caused 17.5% and vendor frauds amounted to 5.1% of the losses. The average loss per each shoplifting incident was \$128 compared to a \$1023 average per each employee theft. A National Retail Security Survey in 2000 said that U.S. retailers lost more than \$13.2 billion because of employee theft last year. According to the survey, retailers apprehend an average of 265 shoplifters per \$100 million in sales but only 41 employee theft apprehensions per \$100 million in sales. Employee theft and shoplifting together are the biggest source of property crime committed annually in the United States.

Employee theft can occur in a number of ways. Sales persons can forge receipts by charging a customer one amount then ringing up a lesser amount and pocketing the difference. Employees can pocket loose change, steal merchandise, or hide receipts by stealing cash payments along with the register receipts.

Employee thefts can also occur throughout the structure levels of business. A personnel manager can create a fictitious payroll by adding a nonexistent worker and having that salary put into his own account. Employees can over bill on expense accounts, accept reimbursement for nonexistent goods or alter pay sheets and time cards to add more hours than were actually worked.

Business with above average loss percentages:

1. BOOKS AND MAGAZINES
2. CARDS, GIFTS AND NOVELTIES
3. TOYS AND HOBBIES
4. JEWELRY
5. RECORDED MUSIC AND VIDEO
6. WOMEN'S APPAREL
7. DRUGS

In the next issue of the .NET, we will conclude what a business can do to avoid employee thefts.

Criminal Central

The Lincoln Police Department is looking for several local individuals that have 3 or more outstanding warrants. Some of these criminals have been "ducking" the law for up to 2 years. We need your help in bringing all these individuals in to face their responsibilities. If you see any of these individuals or have tips on where Law Enforcement might locate them, please call **Crime Stoppers** at 475-3600.



Robert L. Nelson W/M
DOB: 7-24-1976
5ft 9in, 140lbs
Eyes: Green
Hair: Red/Auburn
Warrants: LPD/LSO
2 Assault
Trespassing
Driving Suspended
Making False Statement to
Police Officer
Fail To Appear in Court
Last Address: 1340 Plum St.



Elizabeth S. LaPointe W/F
DOB: 10-27-1976
5ft 2in, 110lbs
Eyes: Brown
Hair: Brown
Warrants: LPD
Possess Stolen Property
Suspended Driving
Possess Stolen Property
Suspended Driving
Last address: 920 S. 16 St #1



Courtney Jarrod Savage
DOB: 01-07-1982
5ft 6in, 150lbs
Eyes: Brown Hair: Black
Warrants: LPD/LSO
Steal Money or Goods
Trespassing
Refusal Comply W/ Police
Last Address: 152 N. 32 St. #23



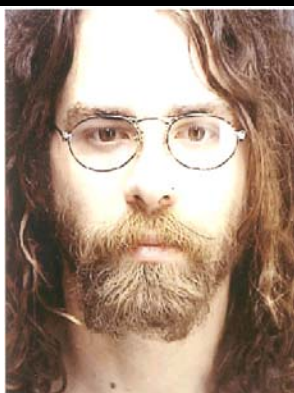
THESE INDIVIDUALS
WERE LOCATED AND
WENT TO JAIL.



Antonio Williams



Calvin James Crocker W/M
DOB: 08-21-1970
5ft 10in, 170lbs
Eyes: Brown Hair: Brown
Warrants: LPD/LSO
8 total warrants ranging from Disturbing the Peace,
Urinating in Public, to Trespassing.
Last Address: 2410 Vine St #2



Kerisse D. Stubblefield B/F
DOB: 10-15-1979
5ft 7in, 150lbs
Eyes: Brown Hair: Brown
Warrants: LPD/LSO
3 separate warrants for
Suspended Driving
Vandalism
Narcotics/Intent To Deliver
Last Address: 706 S. 46 St.

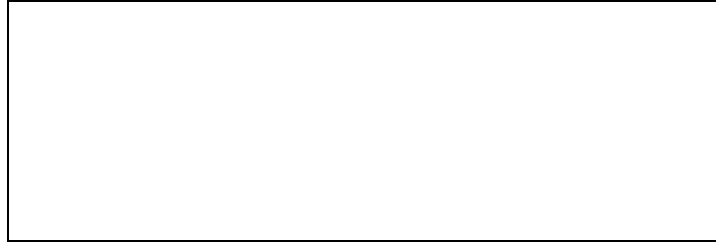


Anthony Gray



**LINCOLN POLICE DEPT
CRIME PREVENTION GROUP
575 S. 10 St.
LINCOLN, NEBRASKA 68508**

Return Service Requested



IDENTITY THEFT

Businesses are usually the last line of defense when it comes to Identity Theft. How can businesses make an impact on Identity Theft? They can provide training to employees about what to look for and what questions to ask.

Identity Theft is a crime where someone takes personal data from another person and uses it to commit a fraud or deception for economic gain. Examples of identifying numbers that can be stolen and then used include Social Security, bank account, personal identification (PI/N), or credit card.

Criminals can obtain these numbers by watching over someone's shoulder at an ATM, listening as you give numbers over a phone, or by digging through trash to get receipts or bank statements. If you receive pre-approved credit card applications they could be stolen from your mail before you get them. The internet is also a source used by some criminals to obtain or trade identifying numbers.

When training employees, stress the importance of asking for a second form of identification to compare with a credit card transaction. As an example, match signatures from the back of the credit card to a drivers license. If a check is used make sure to look at a drivers license or state I.D. card and write down the number of the identification on the check. Obtain a finger print if you have an inkless system.

It has happened many times where a business has allowed a purchase from an individual who has alleged to be a relative and used a credit card or check. This is not a good practice and

has been costly to the victim and business involved.

For businesses that deal with vast amounts of personal information, it is recommend that a system be put in place to review records and shred any sensitive information that could be used by criminals. Bad guys will also attempt to gain information by calling over the telephone. Discourage the practice of giving important personal information over the phone. If it can't be avoided, ask for a return phone number from the requesting party. Have that person come to the office to receive information.

Identity Theft on the internet is a related problem that businesses and customers deal with. Conducting business online offers convenience with wide and varied choices. It also provides another avenue that the criminal can exploit. If you are doing any kind of business online here is a list of tips to avoid being victimized:

- Patronize reputable merchants— companies you know.
- Use a secure browser & keep passwords private.
- Keep personal information private.
- Pay by credit card— transactions will be protected by the Fair Credit Billing Act.
- Keep a record of all transaction information.
- Review all credit card & bank statements for accuracy.

By exercising some caution you can help prevent these types of frauds.